

Our top hints and tips  
to make the most of  
our booking system



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# Website tips within the booking

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## Splitting passengers

Did you know that if some passengers within your booking want to cancel or amend their itinerary, you can split them off into another PNR whilst keeping the rest of the group with the original itinerary.

These PNRs will be linked but are able to have different itineraries. This can only be done on the website for pre-ticketed bookings.



## Void tickets

Same-day void – if you want to void a ticketed booking, you can do so on the same day by clicking the ‘Void Tickets’ button.

This is only available on the exact day the ticket is issued and will incur a loss of service fee.



## Add meals, Frequent Flyer Numbers, and APIS

These can all be added at the time of booking or before ticketing through our website.

Simply add the information to the passenger details section.

[Find out more hints and tips by visiting our Knowledge Bank](#)

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## Manage user and passwords

Your account has a nominated administrator within your company, this admin user has the permission to add and unlock users.

Individual users can also change or reset their passwords themselves by hovering over the 'My Account' drop down and selecting 'Change Password'. Find out more [here](#).



## Ticketing issues

If you ever have a ticketing issue, please contact our team [here](#).

You will need to provide the following information: PNR, deadline, date of birth (US only), and payment method.



## Availability search filters

Created to tailor your search and find what you are looking for quickly.

Simply click the filters tab on the left side panel.

Find out more hints and tips by visiting our Knowledge Bank